

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

LOK SABHA
UNSTARRED QUESTION NO. 4129
TO BE ANSWERED ON 20.03.2018

PENDING CASES AT CONSUMERS FORUMS/ COURTS

4129. SHRI K.C. VENUGOPAL: SHRI BHAIRON PRASAD MISHRA: SHRI AJAY NISHAD:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) whether steps were taken by the Government to encourage State Commissions/District Fora to make every effort to dispose of cases pending with them at various consumer forums and for time bound disposal of cases, if so, the details thereof;
- (b) the number of cases pending at various consumer forums at district/State/ National levels in the country;
- (c) the measures taken by the Government for improvement in the functioning of consumer forums at various places and speedy disposal of cases; and
- (d) whether the Government has conducted any assessment/study with regard to reasons of increasing number of pending and receipt of new cases and rate of disposal of these cases, if so, the details thereof?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री सी. आर. चौधरी)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

- (a) : To enable the Consumer For a to function effectively, the Central Government has been providing financial assistance to the state Governments for strengthening infrastructure of Consumer Fora and also providing computer hardware, software and technical manpower to computerize the functioning of the consumer fora.
- (b) : Details of pending cases at District, State and National levels are furnished at **Annexure**.
- (c) : The following are the steps taken to fast track cases in consumer fora:-
 - (i) Conference of the Presidents of the State Commissions and Secretaries In-charge, Consumer Affairs of the State Governments/UTs to evaluate the functioning of the Consumer Fora in the country are held for the effective implementation of the objects of the Consumer Protection Act, 1986.
 - (ii) The National Commission also holds Circuit Bench sittings as per the provisions of Section 22 C of the Consumer Protection Act, 1986, for rendering speedy justice at the doorsteps of the consumers of that particular State.

- (iii) Orientation training programme for the Presidents and Members of the District Fora are conducted under the supervision of the National Commission.
- (iv) Some of the State Commissions and District Fora are holding Lok Adalats for speedy disposal of the cases.
- (v) National Commission is also conducting sittings during summer vacation (i.e., in the month of June)
- (vi) The National Commission has also constituted Single Member Bench(es) for speedy disposal of cases.
- (vii) Matters of the same / similar nature, are being bunched together and disposed of.

(d) : No, Madam.

STATEMENT REFERRED IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO.4129 FOR 20.03.2018 REGARDING PENDING CASES AT CONSUMERS FORUMS/ COURTS.

Total Number of Consumer Complaints Filed / Disposed since inception Under Consumer Protection Law

(Updated on 12.03.2018)

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of total Disposal	Remarks
1	National Commission	119092	101581	17511	85.30%	
2	State Commissions	760189	651407	108782	85.69%	
3	District Forums	4072192	3766111	306081	92.48%	
	TOTAL	4951473	4519099	432374	91.27%	

Statement of Cases Filed / Disposed of / Pending in the National Commission and State Commissions

(Updated on 12.03.2018)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	119092	101581	17511	85.30	28.02.2018
1	Andhra Pradesh	33058	32149	909	97.25	31.01.2018
2	A & N Islands	111	106	5	95.50	30.06.2015
3	Arunachal Pradesh	104	95	9	91.35	30.09.2017
4	Assam	3060	2586	474	84.51	31.12.2017
5	Bihar	104	95	9	91.35	31.07.2017
6	Chandigarh	20366	19580	786	96.14	31.01.2018
7	Chattisgarh	12951	12596	355	97.26	31.01.2018
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	48134	41102	7032	85.39	31.01.2018
10	Goa	3218	2950	268	91.67	31.01.2018
11	Gujarat	56473	51438	5035	91.08	31.01.2018
12	Haryana	50961	48601	2360	95.37	31.01.2018
13	Himachal Pradesh	9878	9599	279	97.18	31.01.2018
14	Jammu & Kashmir	9038	7549	1489	83.53	31.05.2016
15	Jharkhand	6103	5543	560	90.82	30.06.2017
16	Karnataka	57689	48236	9453	83.61	31.01.2018
17	Kerala	30733	27958	2775	90.97	31.12.2017
18	Lakshadweep	18	16	2	88.89	31.01.2018
19	Madhya Pradesh	53794	43488	10306	80.84	31.01.2018
20	Maharashtra	76712	61508	15204	80.18	31.01.2017
21	Manipur	170	164	6	96.47	31.12.2015
22	Meghalaya	300	285	15	95.00	31.03.2015
23	Mizoram	234	216	18	92.31	31.01.2018
24	Nagaland	165	136	29	82.42	30.09.2015
25	Odisha	25492	18668	6824	73.23	31.10.2017
26	Puducherry	1115	1052	63	94.35	31.12.2017
27	Punjab	38296	37281	1015	97.35	31.12.2017
28	Rajasthan	66477	60464	6013	90.95	31.01.2018
29	Sikkim	57	54	3	94.74	31.03.2015
30	Tamil Nadu	28716	24827	3889	86.46	31.01.2018
31	Telangana	3125	1211	1914	38.75	31.01.2018
32	Tripura	1796	1770	26	98.55	31.12.2017
33	Uttar Pradesh	83128	57532	25596	69.21	30.09.2017
34	Uttarakhand	6166	5218	948	84.63	31.01.2018
35	West Bengal	32422	27314	5108	84.25	30.09.2017
	TOTAL	760189	651407	108782	85.69	

Statement of Cases filed/disposed of/pending in District Fora

(Updated on 12.03.2018)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	119366	117681	1685	98.59	31.01.2018
2	A & N Islands	767	720	47	93.87	30.06.2015
3	Arunachal Pradesh	515	486	29	94.37	30.09.2017
4	Assam	16157	14736	1421	91.21	30.06.2016
5	Bihar	101644	87038	14606	85.63	31.07.2017
6	Chandigarh	58546	57099	1447	97.53	31.01.2018
7	Chattisgarh	51391	45114	6277	87.79	31.01.2018
8	Daman & Diu and DNH	56704	55070	1634	97.12	31.03.2011
9	Delhi	254168	236589	17579	93.08	31.03.2015
10	Goa	7391	7247	144	98.05	31.01.2018
11	Gujarat	220863	203058	17805	91.94	31.01.2018
12	Haryana	259608	251996	7612	97.07	31.01.2018
13	Himachal Pradesh	65756	63116	2640	95.99	31.01.2018
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	40024	35803	4221	89.45	30.06.2017
16	Karnataka	198101	189500	8601	95.66	31.01.2018
17	Kerala	211654	201129	10525	95.03	31.12.2017
18	Lakshadweep	89	77	12	86.52	31.01.2018
19	Madhya Pradesh	238961	220033	18928	92.08	31.01.2018
20	Maharashtra	396196	358739	37457	90.55	30.09.2017
21	Manipur	1297	1240	57	95.61	31.12.2015
22	Meghalaya	1005	925	80	92.04	31.03.2015
23	Mizoram	3771	3733	38	98.99	30.06.2015
24	Nagaland	652	598	54	91.72	30.09.2015
25	Odisha	111250	103504	7746	93.04	31.10.2017
26	Puducherry	3246	3044	202	93.78	31.12.2017
27	Punjab	197536	190979	6557	96.68	31.12.2017
28	Rajasthan	378787	343398	35389	90.66	31.01.2018
29	Sikkim	338	324	14	95.86	31.03.2015
30	Tamil Nadu	117806	108556	9250	92.15	31.01.2018
31	Telangana	92087	87386	4701	94.90	31.01.2018
32	Tripura	3787	3641	146	96.14	31.12.2017
33	Uttar Pradesh	682942	606688	76254	88.83	30.09.2017
34	Uttarakhand	41645	38462	3183	92.36	31.01.2018
35	West Bengal	117350	109547	7803	93.35	30.09.2017
	TOTAL	4072192	3766111	306081	92.48	
